Department of Health and Human Services Priority Service Outcomes

The Department of Health and Human Services measures performance based upon the following priorities:

- <u>Customer Satisfaction</u>: Customers accessing health and human services in the County are satisfied in terms of responsiveness and timeliness; courtesy and respect; and overall experience with the services.

- <u>Beneficial Impact to Residents</u>: Health and human services that serve to improve the health, contribute to housing permanency and financial well-being, and safety of residents. Risk mitigation and greater independence and improved health are key outcomes monitored by the Department.

Specific service outcomes measured by the Department's Service Areas are listed on the following pages. For each Service Area, measures are delineated by:

- Outcome Area: 1) Risk mitigation; 2) Greater independence; 3) Improved health; and 4) Customer Satisfaction

- Type of Service: The general category of services provided to residents

- Performance Measure: The measure monitored by the Service Area, by which progress towards meeting community needs is measured.

- Outcome Construct: The broad, anticipated outcome expected from customer participation in the service.

Department of Health and Human Services
Priority Service Outcomes

Aging & Disabilities Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Mitigation Greater Independence	Personal Care Services	Percent of customers whose basic needs are met (e.g., activities of daily living, functional independence)	Basic Needs Met / Quality of Life
Greater Independence	Job training	Percentage of participants/clients who find a permanent job	Employment / Financial Security
Greater Independence	Job training	Of those who find a permanent job, the percentage that keep it for more than 12 months.	Employment / Financial Security
Risk Mitigation Greater Independence	Money management for clients unable to pay their own bills	Percent of bills paid on time -- minimum 90%	Financial security
Risk Mitigation	Home visits to isolated seniors	Percent of clients reporting they feel less lonely because of their relationship with a volunteer visitor -- minimum 90%	Improved social connectedness / Quality of Life
Risk Mitigation Greater Independence	Counseling and education on health insurance, medical billing and related topics	Percentage of clients who were helped by the program to "solve a problem, make a decision, or understand an issue concerning their insurance or health benefits"	Financial security
Risk Mitigation	legal services	Percent of customers/clients receiving legal services that have favorable outcomes (benchmark is 80%)	Risk reduction / financial security
Greater Independence	legal services	Percent of customers that have the knowledge/information to solve their problem after service provided	improved preparation/knowledge
Greater Independence	transportation	Percent of customers having increased connection to the community	Improved social connectedness / Quality of Life

Department of Health and Human Services
Priority Service Outcomes

Aging & Disabilities Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Mitigation	Administration of caregiver services i.e. after school care, respite care, summer camps, support services	% of reduction of caregiver burden and stress	reduced stress/burden / Quality of Life
Risk Mitigation Greater Independence	nutrition program - congregate meal program	Percent of participants that have increased social interaction	Improved social connectedness / Quality of Life
Risk Mitigation Greater Independence	senior nutrition - congregate meal and home delivered meals	Percent of participants with improvement in quality of dietary intake	Improved quality of dietary intake / improved health status
Risk Mitigation Greater Independence	health and fitness, health promotion	Percentage of participants with increased engagement in physical and health enhancing activity	Improved health status / quality of life
Risk Mitigation Greater Independence	Health and fitness	Percent of participants having increased self-confidence (self-efficacy) regarding their ability to improve and maintain health and fitness	Improvement in capacity to remain independent
Risk Mitigation Greater Independence	case management/support services/residential services/ vocational services	% of customers who have no reported safety issues for 12 months	Remaining in the community in least restrictive setting of choice
Greater Independence	educational scholarship	% of customers that are supported by scholarship funds that complete the certificate program	improved preparation/knowledge

Department of Health and Human Services
Priority Service Outcomes

Behavioral Health and Crisis Services			
Outcome Area	**Type of Service**	**Performance Measure**	**Outcome Construct**
Risk Mitigation	Outpatient and residential substance abuse treatment.	At least 60% of clients who meet the average Length of stay of 90 days in treatment program.	Improved functioning/quality of life
Greater Independence	Outpatient and residential substance abuse treatment.	At least 60% of clients who have housing at time of discharge from treatment.	Improved functioning/quality of life
Risk Mitigation	outpatient victim counseling and advocacy	% of sexual assault and crime victim clients who show a reduction in trauma symptoms	Improved functioning/quality of life
Risk Mitigation Greater Independence	Parent Training Program for parents of mentally ill adults Outreach & Education on health/mental health resources for Korean residents Education on parental rights & domestic violence for immigrants for African countries	% of participants with increased awareness of mental health resources & coping skills measured by post-test results. % of participants with increased awareness of health & mental health resources measured by post-test results. % of participants with increased awareness of domestic violence and parental protection laws as demonstrated by post test results.	Improved functioning/quality of life

Department of Health and Human Services
Priority Service Outcomes

Behavioral Health and Crisis Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Greater Independence	Consumer-Run Programs	% of consumers enrolled in training who complete a Wellness Recovery Action Plan. % of consumers who completed a plan who have indicated that the plan improved their functioning and quality of life.	Improved functioning/quality of life
Greater Independence	Training in computer applications Supported Employment/Education Work readiness training, job coaching & placement for young adults.	% of training participants that complete training. % of individuals who obtain full or part time employment.	Improved functioning/quality of life
Risk Mitigation Greater Independence	Specialized Therapeutic Nursery Program for high-risk infants/toddlers (Pre-K).	% of children enrolled in the Therapeutic Nursery Program that enter kindergarten ready to learn.	Improved functioning/quality of life
Risk Mitigation Greater Independence	Outpatient Mental Health Clinic Services for persons with a serious and persistent mental illness licensed by the MD Department of Health & Mental Hygiene.	% of consumers reporting an increase in well-being using the MHSIP	Improved functioning/quality of life

Department of Health and Human Services
Priority Service Outcomes

Behavioral Health and Crisis Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Mitigation, Greater Independence	domestic violence victim advocacy and counseling	% of Partner Abuse Clients who have put in place an appropriate safety plan.	Safety
Risk Mitigation	outpatient abuser treatment/ counseling	% of Clients completing Domestic Violence Abuser Intervention Program counseling who report ceasing physical abuse in previous 6 months as measured on Conflict Tactics Scale-II.	Safety
Risk Mitigation	Respite care for parents/caregivers of high-risk children/adolescents with severe emotional disturbance.	% of caregivers who utilized respite services that report that the respite helped them to better cope with stressors of providing care. % of caregivers who reported that they were close to returning child to the State but were willing to keep child in foster placement longer as direct result of receiving respite.	Stability
Risk Mitigation Greater Independence	Assisted living services that provide total care for severely mentally ill adults. .	% of residents of the Assisted Living Program that remain stable in the community as demonstrated by a written annual assessment & continued residence in the program for 365 continuous days.	Stability

Department of Health and Human Services
Priority Service Outcomes

Children, Youth and Family Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Mitigation	Early Childhood Mentoring	% of child care staff receiving onsite mentoring who fully implement curriculum strategies	Improved parent/caregiver preparation and school readiness
Greater Independence	Parent coaching provided during home based service provision aimed at addressing goals on the Individualized Family Services Plan	% of families who report that they have learned how to meet their child's special needs	Improved parent/caregiver preparation and school readiness
Greater Independence	Therapeutic and educational Services including Occupational Therapy, Mental Health, Special Education, Physical therapy , Speech and Language Pathology, Audiology, etc.	100 % of Individualized Family Service Plan goals related to school readiness will be met	Improved parent/caregiver preparation and school readiness
Risk Management	Early Childhood Direct Svcs.	% of children enrolled who are immunized on schedule	Improved health status and school readiness
Risk Management	Early Childhood Direct Svcs.	Percentage of children identified with developmental delays who are linked to early intervention and support services	Improved pre-school and school readiness
Risk Management	Early Childhood Mental Health Consultation	Percentage of child care staff who feel more capable of dealing with children's behaviors based on survey results	Improved parent/caregiver preparation and school readiness

Department of Health and Human Services
Priority Service Outcomes

Children, Youth and Family Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Management	Early childhood Mental health consultation	Percentage of child care staff who report that children's behavior improved based on survey results	Improved preschool or school child behavior and school readiness
Risk Management	Early Childhood Mental Health Consultation	Percentage of children at risk for expulsion from child care settings who are retained in a licensed childcare/Pre-Kindergarten setting	Improved preschool or school child behavior
Greater Independence	Child Care Training	Percentage of workshop participants who receive Maryland State Department of Education Office of Child Care Core of Knowledge credit.	Improved parent/caregiver preparation and school readiness
Greater Independence	Child Care Training	Percentage of registered participants in series classes who receive Maryland State Department of Education Office of Child Care Core of Knowledge credit for the entire series.	Improved parent/caregiver preparation and school readiness
Greater Independence	Early Childhood Training (college only)	Percentage of registered college students who receive full credit for their coursework and whose grade is "C" or above.	Improved parent/caregiver preparation and school readiness
Greater Independence	Early Childhood Mentoring	Percentage of child care providers who rate mentoring support "good" or "excellent" based on survey results.	Improved parent/caregiver preparation and school readiness
Greater Independence	Individual/Family/Group Counseling, Pscyho-Educational Workshops/other prevention programming	% of clients who report an increase in their knowledge of and ability to identify individual, family or community risk factors.	Improved adolescent/parent awareness of risk factors

Department of Health and Human Services
Priority Service Outcomes

Children, Youth and Family Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Management	Individual/Family/Group Counseling, Case Management	% of clients participating in ongoing services who demonstrate improved social/emotional well-being per one or more of the indicators below: 1. Child self-esteem; 2. School connectedness; 3. Relationship with family/pro-social adults; 4. Psychosocial functioning; 5. Prosocial skills.	Improved child or adolescent social/emotional wellbeing
Risk Management	Individual/Family/Group Counseling, Case Management	% of clients participating in ongoing services targeting school functioning who demonstrate improved school functioning per one or more of the indicators listed below: 1. Improved attendance; 2. Improved classroom behavior; 3. Reduced disciplinary referrals; 4. Reduced suspensions; 5. Improved academics	Improved child or adolescent school functioning
Greater Independence	Attachment and Bonding Studies / Court-Ordered Services	90% of families report a decrease in family conflict following treatment	Improved Family Functioning
Risk Management	Attachment and Bonding Studies / Court-Ordered Services	1) 99% of children in foster and kinship care are not subjected to abuse or neglect by their caregiver 2) 80% of children who are placed in out-of-home care are either reunited with their family or placed for adoption	Improved Family Functioning

Department of Health and Human Services
Priority Service Outcomes

Children, Youth and Family Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Management	Community Education	1) 95% of audience demonstrates increased knowledge/awareness of the topic presented, as reported by participants' post-presentation questionnaire 2) Of the individuals who are recruited and express an interest in becoming foster/adoptive parents, 100% of the contact information will be given to the Foster and Adoptive Home Studies (FAHS) Unit for action to continue the recruitment process	Increased stability and security for abused and neglected children
Risk Management	Foster and Adoptive Home Studies	95% of the applications will be processed through completion, resulting in 24 newly approved foster homes annually	Increased stability and security for abused and neglected children
Greater Independence	Post-Adoption Services	1) 90% of families report an improvement in family communication following treatment 2) 90% of families report a decrease in family conflict following treatment	Increased stability and security for abused and neglected children Improved family functioning
Risk Management	Post-Adoption Services	Increase parental knowledge/skills which contribute to an increased understanding of the adopted child and a nurturing, safe and healthy home environment, as evidenced by pre- and post-assessment instrument results.	Improved parent/caregiver preparation

Department of Health and Human Services
Priority Service Outcomes

Children, Youth and Family Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Mitigation	Weekend and Holiday Child and Adult Protective Services	Fewer than 5% of emergency calls and fewer than 5% of incidents responded to by the Contractor will result in complaints from all stakeholders regarding the handling of a situation and Contractor's compliance with laws, protocols, policies and procedures.	Increased stability and security for abused and neglected children
Risk Mitigation	Weekend and Holiday Child and Adult Protective Services	100% of the Contractor's decisions related to ensuring child safety will be determined to be appropriate and in compliance with applicable laws and mandates based on a weekly / monthly review by CWS of all required shift documentation.	Increased stability and security for abused and neglected children
Greater Independence	Service Coordination and Parenting Skills Training	1) 90% of families report a decrease in family conflict following treatment 2) 90% of families report using learned parenting techniques, as a result of parenting skills curriculum	Improved Family Functioning
Risk Mitigation	Service Coordination and Parenting Skills Training	1) 94% of families receiving in-home services have no child protective service investigation with an abuse or neglect finding within one year after receiving services [State Goal = 92%] 2) 95% of families receiving in-home services have no child protective service investigations with abuse or neglect findings while receiving services [State Goal = 95%]	Improved Family Functioning

Department of Health and Human Services
Priority Service Outcomes

Children, Youth and Family Services

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Risk Mitigation	Multiple contractors provide a variety of services which include; Outpatient Treatment, Residential Treatment, Mentoring; Academic Tutoring, Positive Youth Development; and Leadership Development.	80% of adolescents served will show a reduction in risky behaviors while in the program.	Reduction in risky behaviors
Risk Mitigation	Multiple contractors provide a variety of services which include; Outpatient Treatment, Residential Treatment, Mentoring; Academic Tutoring, Positive Youth Development; and Leadership Development.	80% of adolescents served will show improved self-esteem, or a stronger sense of identity.	Improved child or adolescent social/emotional wellbeing
Greater Independence	Contractor engages TCA clients in work and work activities	100% Universal Engagement in work activities; 50% Work Participation; 410 TCA Customers Placed in Jobs; 40% earnings gain rate; 70 % job retention rate; 40% employed must be eligible for health insurance within 12 months; average hourly wage for employed must be $8.60/hr.	Improved family self sufficiency

Department of Health and Human Services
Priority Service Outcomes

Office of Community Affairs			
Outcome Area	**Type of Service**	**Performance Measure**	**Outcome Construct**
Risk Management Greater Independence	Supporting Services	Proportion of individuals linked to services that address basic needs that have acquired the basic needs (including food or clothing) they required due to the service they received.	increased income
Greater Independence	Education and Training	Proportion of individuals enrolled in training and/or classes that achieve their personal goals as a result of training provided	achieve personal goals
Greater Independence	Employment and Training	Proportion of individuals enrolled in the training/employment services that were offered employment as a result of the training and/or employment services received	employment/job readiness
Greater Independence	Education and Training	Proportion of individuals enrolled in the training/employment services that received requests to interview for potential employment as a result of the training and/or employment services received	employment/job readiness
Risk Mitigation	Emergency Services	Percentage of individuals who move from a vulnerable or crisis situation to a stable situation after receiving services	Self sufficiency

Department of Health and Human Services
Priority Service Outcomes

Office of Community Affairs

Outcome Area	Type of Service	Performance Measure	Outcome Construct
Greater Independence	Information and Assistance	Proportion of individuals who entered the referral and navigation system-related services that received information, referral or services for which they were seeking	Access to services

Department of Health and Human Services
Priority Service Outcomes

Public Health Services			
Outcome Area	**Type of Service**	**Performance Measure**	**Outcome Construct**
Risk Mitigation	Preventive Care and Community Treatment Services	Percent of enrolled clients that upon receipt of services from a PHS program have an improved level of health status.	Improved Health Status
	Education and Awareness	Percent of clients that receive health service(s) demonstrated to improve knowledge regarding healthy behaviors and choices.	
	Access to healthcare Community Treatment Services Education and Awareness	Percent of clients that receive a health-related service that improves access to recommended prevention, screening, treatment, health education or follow-up services	
	Education and awareness Prevention Services	Percent of persons that receive a health-related service that protects the public's health	

Department of Health and Human Services
Priority Service Outcomes

Special Needs Housing			
Outcome Area	**Type of Service**	**Performance Measure**	**Outcome Construct**
Risk Mitigation	Homeless Outreach Services	Percent of street homeless individuals contacted who are placed in shelter or permanent housing.	homelessness prevention
Greater Independence	Housing Counselor	Percent of homeless households receiving housing counseling services that obtained permanent housing.	permanent housing
Greater Independence	Housing First (Shelter Services)	Percent of households that exited shelter into permanent housing within the guidelines of "Housing First."	emergency shelter
Greater Independence	Housing First (Permanent Housing)	Percent of households that have maintained their permanent housing within the guidelines of "Housing First."	permanent housing